

# Annual Report

Fiscal Year July 1, 2008 - June 30, 2009



MISSOURI VETERANS COMMISSION



# Message from the Director

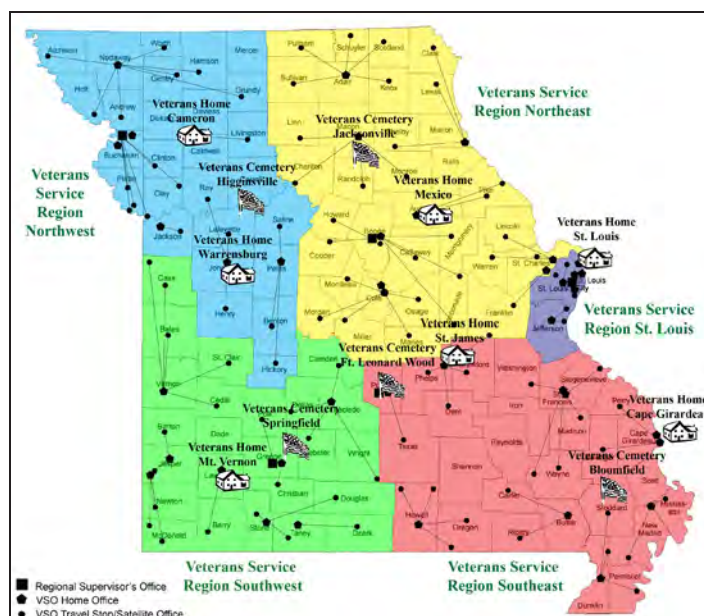


*Larry D. Kay*  
*Executive Director*

Fiscal Year 2009 was a year of change and growth for the Missouri Veterans Commission. As Missouri's subject matter experts in our three core programs: Cemeteries, Homes, and Veterans Services we are committed to reaching the 523,000 Veterans out of Missouri's population of 5,388,807 to provide them with long term skilled nursing care, access to the benefits they so justly deserve, and a final resting place with honor.

As more and more of our WWII and Korean War Veterans pass away, the needs and services of our State Veterans Cemeteries become more obvious. We started constructing a second columbarium wall at our Higginsville Veterans Cemetery and a third columbarium wall at our Springfield Veterans Cemetery. We also broke ground on a new 229 acre Veterans Cemetery at Fort Leonard Wood, fully funded by a grant from the U.S. Department of Veterans Affairs.

Our Veterans Homes continued their excellent service of providing quality long-term skilled nursing care for our Veterans. All seven homes maintained a 99% oc-

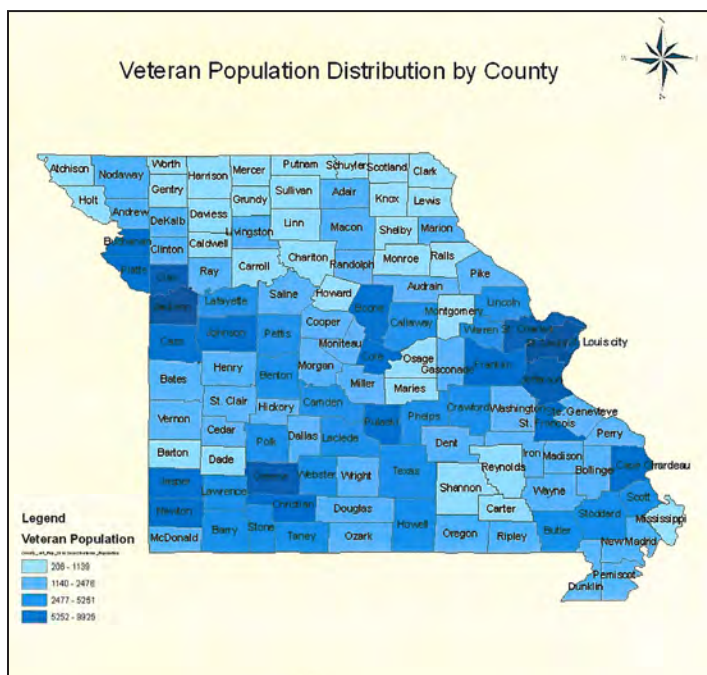


cupancy rate and scored highly in the most recent satisfaction survey. This high quality of care is also reflected in the waiting list for admission to the homes, as the waiting list continues to grow. All seven homes will also receive new emergency generators, providing full power to the facilities during power outages.

As a Gulf War Veteran as well as a National Guard Service member just returned from active duty in Kosovo, I am familiar with the reluctance of returning service members in accessing their benefits. The Missouri Veterans Commission is dedicated to reaching out to those Veterans and getting them in to see an accredited Veterans Service Officer in our Veterans Services Program.

The Veterans Service Program consistently comes through for Missouri's Veterans, assisting them with accessing the full benefits to which they are entitled. In FY 2009 over \$840 million in benefits were brought to Missouri and our service officers saw 12,623 Veterans. Veterans Service Grants for FY 2009 were also disbursed in an efficient manner, with \$1 million distributed to Veterans Service Organizations to provide funding for Veterans Service Officers.

The next fiscal year will be challenging due to the current economic situation. Our dedicated and exemplary staff will continue to place Veterans first in our priorities and the quality service we provide Veterans will be carried out in the most caring, efficient, and cost effective way.



# Accomplishments

## **Veterans Cemetery Program in FY 2009**

In FY 09 the Missouri Veterans Commission cemeteries continued their excellent service to Missouri's Veterans and dependents. 630 Veterans and dependents were provided a final resting place with honor. 20,194 Veterans and dependents have completed pre-certifications to be buried in a State Veterans Cemetery.

## **Fort Leonard Wood State Veterans Cemetery Breaks Ground**

On Friday, November 7, 2008, a ground breaking ceremony was held for the new State Veterans Cemetery at Fort Leonard Wood. The State Veterans Cemetery Program was signed into law in 1996, giving the Missouri Veterans Commission statutory responsibility to establish, operate, and maintain cemeteries for Veterans in Missouri. The construction of this cemetery is being funded by a \$7.5 million federal grant from the Department of Veterans Affairs. The Fort Leonard Wood State Veterans Cemetery is expected to open for interments in April 2010.

## **Veterans Homes Program in FY 2009**

The Missouri Veterans Homes Program mission is to "honor and serve the Veterans whose dedication and sacrifice have preserved our nation and its freedoms" by operating seven exemplary Homes with 1,350 skilled nursing care beds. The Homes Program maintained a census of 99% consistently throughout the fiscal year and continued to be the provider of choice as evidenced by the lengthy waiting list. The Homes Program continues its reputation for excellence in quality outcomes as evidenced by regulatory compliance and resident and family satisfaction.

## **Veterans Services Program in FY 2009**

The Veterans Service Program provides counseling and assistance in filing claims for benefits to Veterans and their dependents throughout the state by accredited Veterans Service Officers and Assistants. At the end of Fiscal Year 2009, there were approximately 523,000 Veterans living in Missouri, with over \$809 million dollars in Compensation and Pension being paid to these Veterans.

## **VSO Grants Program in FY 2009**

The Veterans Service Organization Grants Program completed another successful year in FY 09. With \$1 million granted to the participating organizations, over 132,878 Veterans and dependents were seen and over 30,951 Veterans and dependents were helped to file claims with the Veterans Administration.

## **Completed Game Plan Goals of FY 2009**

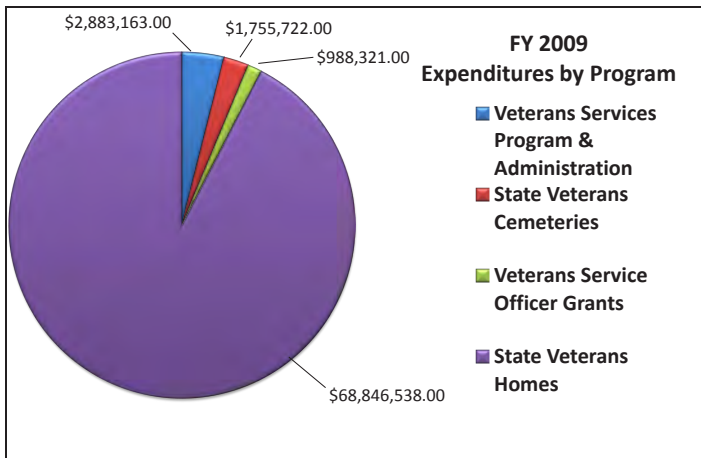
FY 2009 saw the completion of several goals outlined in the Missouri Veterans Commission's 2009 Game Plan. The Homes Program implemented a plan to maintain a resident census of 99%, adopted a specialized Special Care Unit philosophy, and trained all staff in an End of Life philosophy. The Cemetery Program opened a temporary office for the new Fort Leonard Wood Veterans Cemetery to begin receiving pre-certifications for burial once the cemetery is open. The Veterans Services Program and its specialized outreach programs continued to develop marking and outreach strategies to reach all Veterans – Women, Minority, Incarcerated, and current Global War on Terror/Active Duty service members.

## **Construction Projects in FY 2009**

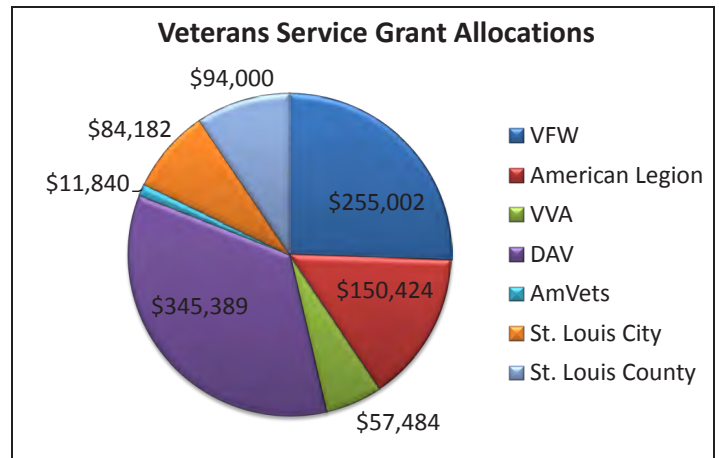
Construction for the Missouri Veterans Commission in FY 2009 saw the completion of three major projects. The replacement of the emergency generator at the St. Louis Veterans home was of critical importance. While the previous generator provided limited emergency power to critical equipment, the new generator will provide full power to the facility in case of a power outage. The Cameron Veterans Home had its roof replaced as it was showing signs of excessive wear. And as part of the State of Missouri's energy efficiency plan, most of the Veterans Homes received upgrades in equipment to increase efficiency and cut power usage. The upgrades were done at no direct cost to the Missouri Veterans Commission.



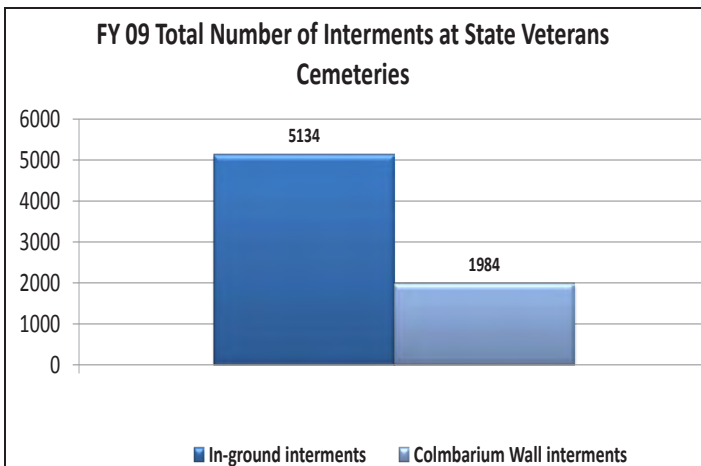
# 2009 at a Glance



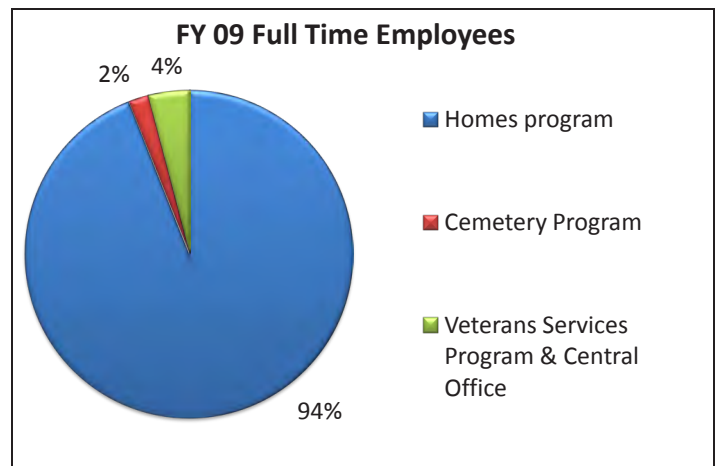
The largest percentage of expenditures are for the Veterans Homes, followed by the Veterans Services Program, Veterans Cemeteries, and then Veterans Service Officer Grants. Expenditures for the homes have continued to increase over the years due to the growth in available beds and census. The Veterans Cemetery expenditures will grow with the construction of a fifth operational Veterans Cemetery.



In 2001, the Missouri Veterans Commission began a Veterans Service Grant Program. In its first year, the program awarded over \$400,000 in grants to six Veterans Service Organizations. This program has allowed the Commission to assist Veterans Service Organizations and city and county agencies in Missouri to continue providing services and assistance to Veterans. In 2009 we disbursed \$1 million to our current partner organizations including: American Legion, Veterans of Foreign Wars, Disabled American Veterans, Vietnam Veterans of America, and AMVETS.

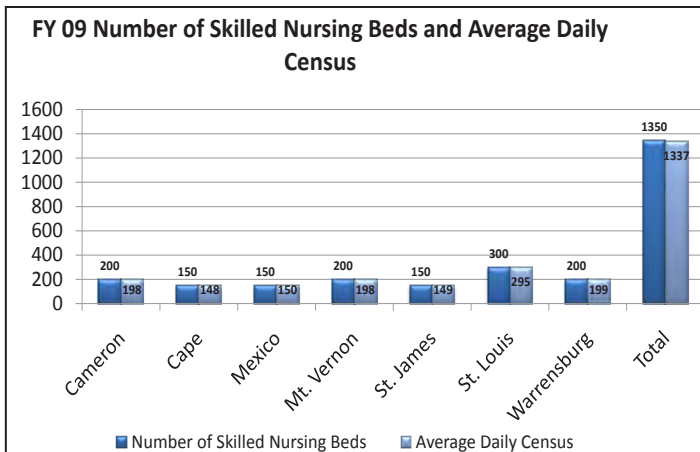


The Missouri Veterans Commission has created a cemetery network so that every Missouri Veteran will have reasonable access to a Veterans cemetery. Four cemeteries are in operation at this time; Springfield, Higginsville, Bloomfield, and Jacksonville with a fifth being constructed at Fort Leonard Wood with a proposed date of March 2010. Total pre-certification for interment for all five cemeteries was 20,379.

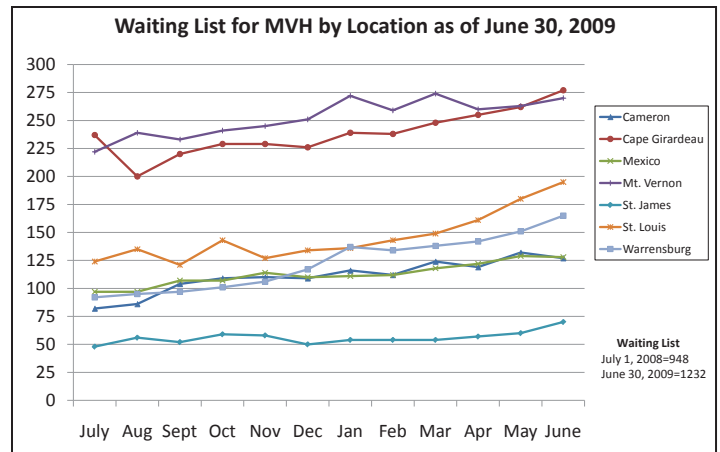


Of the budgeted staff for fiscal year 2009, 94% of MVC employees are located in our seven Veterans Homes around the state. Approximately 4% are in the MVC Central Office and Veterans Services Program, while the remaining 2% are located at our 5 State Veterans Cemeteries.

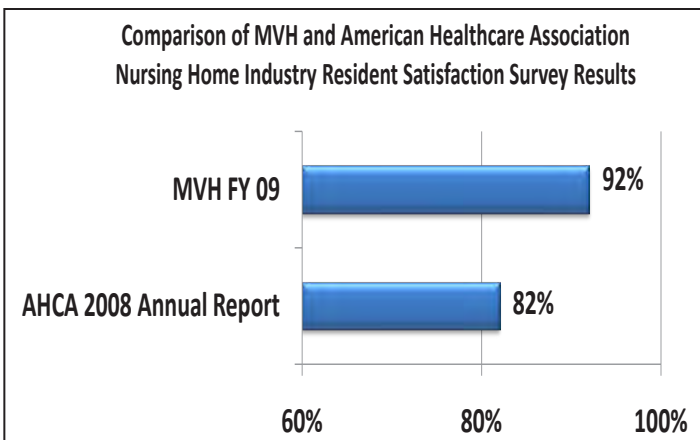
# 2009 at a Glance



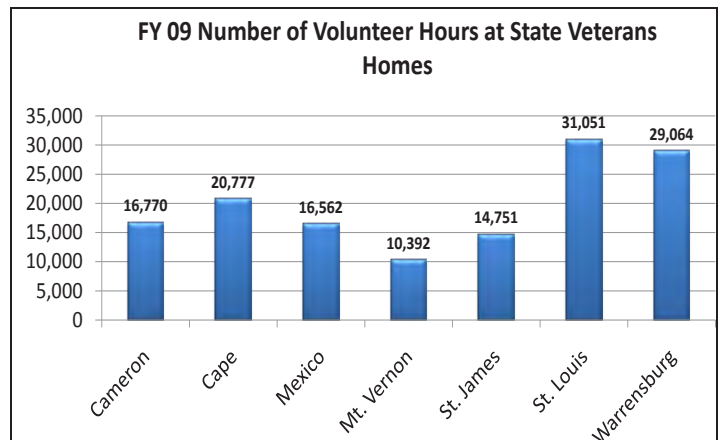
The Missouri Veterans Homes Program operates seven exemplary Homes with 1,350 skilled nursing care beds. The Homes Program has a reputation for excellence in quality outcomes, resident and family satisfaction and regulatory compliance. The Homes maintained a census of 99% throughout FY09 which resulted in care provided for 1,913 Veterans.



Missouri Veterans Homes continue to be the skilled nursing care facilities of choice for Missouri's Veterans. Even while maintaining a census of 99% the waiting list continues to grow. On June 30, 2009 the waiting list statewide was 1,232, an increase of 284 during the fiscal year.



Missouri Veterans Homes survey our Veterans to determine their level of satisfaction with our services. Statewide our residents expressed a 92% satisfaction rate. The American Healthcare Association conducted a nationwide resident satisfaction survey with a 82% satisfaction rate. 2008 is the latest report available from AHCA.



Missouri Veterans Homes offer excellent volunteer opportunities for individuals who would like to serve Veterans. Service ranges from companionship with individuals or working with groups to clerical tasks. In Fiscal Year 2009 a total of 139,367 hours were volunteered at the seven Veterans Homes. What a great way to give back to our brave men and women who have sacrificed to protect and preserve the freedom of this great nation.

# Directory

Missouri Veterans Commission  
205 Jefferson Street, 12th Floor  
P.O. Drawer 147  
Jefferson City, MO 65102-0147  
573-751-3779  
www.mvc.dps.mo.gov

## Veterans Service Offices (Counties in bold are home offices)

### Northwest

**Regional Supervisor 816-387-2841**  
Atchison, Andrew, Gentry, Grundy, Harrison,  
Holt, **Nodaway**, Worth Counties  
660-582-0436  
**Buchanan**, Clay, Clinton, Platte Counties  
816-387-2841  
**Dekalb** & Livingston Counties  
816-632-1459  
**Jackson** County  
816-836-0005 Ext. 2166  
Henry, **Johnson**, Lafayette, Ray Counties  
660-543-7930  
Benton, Hickory, **Pettis**, Saline Counties  
660-530-5544  
Caldwell, Carroll, Daviess, Mercer Counties  
(contact the Regional Supervisor to find the  
nearest Service Officer)

### Northeast

**Regional Supervisor 573-882-5135**  
**Adair**, Knox, Putnam, Schuyler, Scotland,  
Sullivan Counties  
660-785-2460  
Chariton, Linn, **Macon**, Monroe, Randolph  
Counties  
660-385-6192  
Clark, Lewis, **Marion**, Shelby Counties  
573-248-2550  
**Audrain** & Pike Counties  
573-581-1088 ext. 258  
Callaway, Cooper, **Boone**, Gasconade,  
Howard, Montgomery Counties  
573-882-5135  
**Cole**, Maries, Miller, Moniteau, Morgan,  
Osage Counties  
573-751-3779  
Franklin, Lincoln, **St. Charles**, Warren  
Counties  
636-949-7330  
Ralls County  
(contact the Regional Supervisor to find the  
nearest Service Officer)

### Southwest

**Regional Supervisor 417-895-6532**  
Bates, Cass, Cedar, St. Clair, **Vernon**  
Counties  
417-448-1133  
Camden, Dallas, **Laclede**, Webster, Wright  
Counties  
417-532-6754

### Southwest (con't)

Barton & **Jasper** (Carthage) Counties  
417-359-1515  
**Jasper** (Joplin), McDonald, Newton  
Counties  
417-629-3538  
Barry & **Lawrence** Counties  
417-466-7103  
Christian, **Greene**, Polk Counties  
417-895-6532  
Douglas, Ozark, **Stone**, Taney Counties  
417-272-5228  
Dade County  
(contact the Regional Supervisor to find the  
nearest Service Officer)

### Southeast

**Regional Supervisor 573-596-0193**  
**Pulaski** & Texas Counties  
573-596-0193  
Crawford, Dent, **Phelps** Counties  
573-265-7752 ext. #245  
**Howell** & Oregon Counties  
417-256-3452  
Iron, Madison, Reynolds, **St. Francois**,  
Washington, Wayne Counties  
573-218-6130  
Bollinger, **Cape Girardeau**, Perry, Ste.  
Genevieve Counties  
573-290-5752  
**Butler**, Carter, Ripley Counties  
573-840-9770  
Mississippi, New Madrid, **Scott** Counties  
573-472-5350  
**Dunklin**, Pemiscot, Stoddard Counties  
573-888-9513  
Shannon County  
(contact the Regional Supervisor to find the  
nearest Service Officer)

### St. Louis

**Regional Supervisor 314-552-9885**  
Jefferson County  
636-797-9624  
St. Louis County (Veterans Home)  
314-340-6389 Ext # 242  
St. Louis County  
314-877-0001 Ext #242  
City of St. Louis  
314-552-9885



## Veterans Homes

St. James	573-265-3271
Mt. Vernon	417-466-7103
Mexico	573-581-1088
Cape Girardeau	573-290-5870
St. Louis	314-340-6389
Cameron	816-632-6010
Warrensburg	660-543-5064

## Veterans Cemeteries

Springfield	417-823-3944
Higginsville	660-584-5252
Bloomfield	573-568-3871
Jacksonville	660-295-4237
Fort Leonard Wood	573-336-4291

## Veterans Outreach

Veteran Ombudsman	573-522-4220
Minority Veterans	816-889-3081
Women Veterans	816-387-2841
Incarcerated Veterans	417-532-6754